

Enterprise Incident Report March 2011

As of 4/4/2011

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Agriculture and Food	3 0	82 62	2 1	87 63
Customer Company Total	3 0	82 62	2 1	87 63

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Agriculture and Food	3 0	82 5	2 0	87 5
Customer Company Total	3 0	82 5	2 0	87 5

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Agriculture and Food	3 0.41	82 0.26	2 0.06	87 0.26
Customer Company Total	3 0.41	82 0.26	2 0.06	87 0.26

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Agriculture and Food	3 2	82 4	2 0	87 6
Customer Company Total	3 2	82 4	2 0	87 6

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Agriculture and Food	3 3.44	82 1.01	2 0.06	87 1.08
Customer Company Total	3 3.44	82 1.01	2 0.06	87 1.08

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Detail

INC000000259025	Stephen Ogilvie VM Infrastructure	None Shawn Lowry	None Agriculture and Food	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.59
INC000000264365	Bob Puck Rural Central Desktop Support	Print/Copy/Scan/Fax Colin Bodkin	Toner/Fuser/Ink Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.50
INC000000269648	Robert Erickson Help Desk	Application Brenda Treadway	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.28
INC000000270923	Dale Kunze Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Paper Jam Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 5.60
INC000000271035	LaJeanne Gilgen Metro D Desktop Support	PC/Laptop Philip Henderson	Error Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.00 7.74
INC000000271316	Robert Erickson Metro D Help Desk	Network Doug Brown	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271889	Claudette Walcott Metro D Desktop Support	Network Jon Hager	Virus Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272011	Terry Gurrister Metro D Help Desk	Network Doug Brown	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272104	Joyce Baggs Metro D Desktop Support	PC/Laptop Philip Henderson	Error Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 1.92
INC000000272285	LaJeanne Gilgen Metro D Desktop Support	Application Philip Henderson	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.57
INC000000272548	Cham Hoang Metro D Help Desk	Network Dusty Serr	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.27 1.27
INC000000273397	Cindy Willden Metro D Desktop Support	Application Philip Henderson	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.53
INC000000274901	Thayne Mickelson Capitol Hosting	None Curtis Parker	None Agriculture and Food	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.38 7.38
INC000000274912	Sharon Simonson Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000274917	Angela M Martinez Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000274919	Dale Kunze Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Error Code Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000274922	Arlene Thatcher Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000274924	Carla Johnson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Toner/Fuser/Ink Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000274939	LaJeanne Gilgen Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000274943	Terry Menlove Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000274944	Thayne Mickelson Metro D Desktop Support	Network Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000275792	Kathleen Clarke Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000275795	Kathleen Clarke Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000275797	Vicki Needham Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000275800	Claudette Walcott Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000275803	Sherie Edginton Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000275804	Shelly Jensen Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000275809	Sharon Simonson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Error Code Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000275811	Wyatt Frampton Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000276165	Kathleen Clarke Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000276390	Anne Johnson Capitol Hosting	Application Patrick Funk	Error Agriculture and Food	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.90 5.48
INC000000276758	Nancy Heath Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000276767	Leonard Blackham Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000276776	Mark Quilter Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277630	Mitzi Hansen Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277631	Mark Quilter Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277633	Therese Aschkenase Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000278062	Michelle Jack Application Services	Application Martin Gonzalez	None Agriculture and Food	Proofpoint Email Security Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.55 11.90
INC000000278165	Kim Concepcion Capitol Hosting	Server Conn Peterson	None Agriculture and Food	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.36
INC000000278832	Arlene Thatcher Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000278930	Arlene Thatcher Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000278963	Michelle Jack Metro D Desktop Support	Application Jon Hager	None Agriculture and Food	Proofpoint Email Security Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279558	Mark Martin Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279559	Dale Kunze Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279562	Therese Aschkenase Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000280512	Rhonda Overman Metro D Desktop Support	Network Jon Hager	Incident Agriculture and Food	Novell iPrint Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000280518	Drew Matthews Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000280520	Cody Huft Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000281282	Larry Lewis Application Services	None Tony Larsen	None Agriculture and Food	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 15.35
INC000000281331	Linda Lewis Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000281341	Warren Hess	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000281347	Therese Aschkenase	Application	Reporting	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000281348	Therese Aschkenase	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000282458	Carla Johnson	Network	Password	Novell GroupWise 32-bit Window	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000282460	Carla Johnson	Application	Reporting	Brand Registrations	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000282462	Sharon Simonson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000282468	Tamra Watson	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000283261	Tamra Watson	None	None	None	TIR Missed: No	TIR: 0.00
	Application Services	Tony Larsen	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 1.77
INC000000283419	Tamra Watson	Application	Password	PGP	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000283423	Richard Leyba	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000283701	Tamra Watson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000284093	Brett Gurney	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.11
	Application Services	Martin Gonzalez	Agriculture and Food	Medium Resolved	TTR Missed: No	TTR: 0.12
INC000000284316	Stanley Akagi	Application	Password	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000284321	Arlene Thatcher	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000284330	Therese Aschkenase	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000284894	Chris Crnich	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.61
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.61
INC000000285183	Ben Farr	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000286249	Tamra Watson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000286253	Troy Higgs	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000286254	Ben Farr	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000286259	Terry Menlove	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000286262	Terry Menlove	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000286263	Mark Quilter	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000286267	William Boyce	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287213	Ben Farr	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287216	Clair Allen	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287218	Tamra Watson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Medium	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287224	Arlene Thatcher	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287228	Arlene Thatcher	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287232	Chris Crnich	Application	Reporting	Adobe Flash		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287234	Ben Farr	Application	Reporting	Food Sanitation Management S		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287829	Karen Parkes	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.42
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	1.98
INC000000288307	Nancy Heath	Network	Performance	None		TIR Missed:	No	TIR:	0.95
	Metro D Hosting	Andre Musgrow	Agriculture and Food	High	Resolved	TTR Missed:	Yes	TTR:	4.98
INC000000288307	Nancy Heath	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro D Hosting	Andre Musgrow	Agriculture and Food	High	Resolved	TTR Missed:	Yes	TTR:	4.98

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INC000000288321	Arlene Thatcher	None	None	None		TIR Missed: No	TIR:	0.31
	Capitol Hosting	Dale Hicks	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000288567	Noel McSpadden Jr	Application	None	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	2.69
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	2.73
INC000000288786	Mark Quilter	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.04